SERVICE PROVIDER DIRECTORY
ONLINE MAPPING APPLICATION
USER MANUAL

For Personal Devices

PARTICIPATING DEPARTMENTS:

Riverside County Department of Public Social Services – Children’s Services Division (DPSS-CSD)

Riverside County Department of Information Technology – Geographic Information Services (RCIT-GIS)

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# Table of Contents

I. **Introduction** .................................................................................................................................................... 3

II. **Identify Your Mobile Device and its Operating System**.................................................................................. 3

III. **Access the Online Mapping Application**........................................................................................................ 3

IV. **Bookmark the Map Link in your Internet Browser** .......................................................................................... 5

V. **Create a Shortcut Link to the Map onto your Desktop (for PCs or Laptops)** ................................................ 10

VI. **Create a Shortcut Link to the Map onto your Home Screen (for Tablets or Smartphones)** ......................... 11

VII. **Navigate the Online Mapping Application** .................................................................................................... 15

   A. **Interface and Toolbar Overview** ............................................................................................................... 15

   B. **Pop-Up Window on the Map** .................................................................................................................... 16

   C. **Map Tools** .................................................................................................................................................. 17

      1. **Information** ........................................................................................................................................... 17

      2. **Layer List** ............................................................................................................................................... 18

      3. **Legend** ................................................................................................................................................... 21

      4. **Zoom Slider** ........................................................................................................................................... 22

      5. **Home** ..................................................................................................................................................... 23

      6. **My Location** ........................................................................................................................................... 23

      7. **Search** .................................................................................................................................................... 24

         a. **Search for Address** ............................................................................................................................ 24

         b. **Search for Vendor** .................................................................................................................................. 24

      8. **Basemap** ................................................................................................................................................ 25

      9. **Measurement** ........................................................................................................................................ 25

         a. **Area** ................................................................................................................................................... 25

         b. **Length** ............................................................................................................................................... 26

         c. **Point** .................................................................................................................................................. 26

   10. **Print as Map Layout** .................................................................................................................................. 27

   11. **Taking Screenshot from your Mobile Device** ............................................................................................ 28

   12. **Search Services within a Radius** ............................................................................................................. 32

   13. **Query Spanish-Speaking Vendors** .......................................................................................................... 39
I. Introduction

Riverside County Department of Public Social Services (DPSS) – Children’s Services Division (CSD) is committed to serve the county and the public to their greatest needs. One mission is to enhance the way of providing latest information and deliver to our social workers when they are serving our residents in the community. Through the widely use of internet technology and geographical information systems (GIS), DPSS-CSD is partnered with Riverside County Information Technology department – Geographic Information Services (RCIT-GIS) to develop an online mapping application that allows our frontline social workers to receive the latest social service provider information for the county visually in an easy access, intuitive online map. This dynamic web mapping application is built on a responsive design, which can be viewed on a desktop computer, laptop, tablet, or smartphone, wherever internet access is available, displaying the latest and greatest social services available throughout the county and beyond.

II. Identify Your Mobile Device and its Operating System

Riverside County DPSS issues iOS mobile device to most social workers. If you have a DPSS-issued iPhone or iPad, please refer to the User Manual for DPSS-Issued Mobile Devices.

There are many different mobile devices and operating systems. Here are some popular ones:

- **Apple iOS** (e.g. iPhone, iPad)
- **Google’s Android** (e.g. Samsung, Sony, HTC, Motorola, LG, Nexus)
- **Microsoft’s Windows** (e.g. Windows Phone, Nokia, Surface Pro)

III. Access the Online Mapping Application

There are a several ways to access the online mapping application, depending what is most convenient to you:

1. Click on the URL link.
   http://countyofriverside.maps.arcgis.com/apps/webappviewer/index.html?id=b21047fb52dd41ed8987c0a6e8abd764
2. Manually type in the shorten URL link in an internet browser.
   http://tinyurl.com/rcdpss

3. Scan the QR (Quick Response) code using a QR reader/scanner from your mobile device.

QR code is like a barcode. If you don’t have a QR reader app pre-installed in your mobile device, choose any free one to download from Apple App Store, Google Play Store or Windows Store from your mobile device:

- iOS (iPhone, iPad)

- Android (Samsung, Sony, Motorola, LG, Nexus)

- Windows (Nokia, Surface Pro)

Once it’s downloaded, open the QR code reader app, using your mobile device’s camera starting to read/scan the above QR code. It should then automatically open the link in an internet browser. For some QR readers, you might need to redirect it to open the map link in an internet browser of your choice.
IV. Bookmark the Map Link in your Internet Browser

There might be some variations depending on the internet browser you’re using and the current setting you have, but more or less they have similar icons and process.

A. Internet Explorer (IE)

1. Click on the ★ icon on the upper-right.

2. Click on Add to favorites.

3. Choose the Favorites Bar folder > Add.
4. You will then see the link is added on your **Favorites Bar**.

B. **Mozilla Firefox**

1. Click on the ★ icon on the upper-right.
2. Choose the **Bookmarks Toolbar**.
3. You will then see it on your bookmark toolbar.
C. Google Chrome

1. Click on the icon on the upper-right.

2. Choose the Bookmarks Bar > Done.

3. You will then see it on your Bookmark Bar.
D. Apple Safari

1. Click on the  icon on the upper-right.

2. Select Add Bookmarks.

3. Under Location, select Bookmarks > Save.
4. You will then see it under **Bookmark**. Click on the bookmark icon to open and close the bookmark panel on the left.
V. Create a Shortcut Link to the Map onto your Desktop (for PCs or Laptops)

Besides bookmarking the map link, you also can create a shortcut link onto your desktop for easy access next time by double-clicking it. This process of creating a shortcut link is the same for all internet browsers.

1. Select the entire URL address in the address bar at the top of the browser.

2. Click and drag the address onto the desktop and release the mouse button.

e.g.
VI. Create a Shortcut Link to the Map onto your Home Screen (for Tablets or Smartphones)

After you have opened the map link from an internet browser, follow one of the procedures below:

A. From an Android Device

1. Tap the Menu icon.

2. Tap Add to Home Screen.
3. Click ADD.

4. You will then see it on your Home Screen.
B. From an iOS Device

1. Tap the Share button on the browser’s toolbar.

2. Tap on the Add to Home Screen icon.

3. Click Add.
4. You will then see the shortcut map link icon is created on your Home Screen for easy access.
VII. Navigate the Online Mapping Application

A. Interface and Toolbar Overview

1. Information
2. Layer List – Search/Display
3. Legend
4. Zoom
5. Home Extent
6. Current Location
7. Search for an Address or Vendor Name
8. Switch Basemap (e.g. aerial imagery)
9. Measurement
10. Print
11. Search services within a radius
12. Query Spanish-Speaking Vendors
B. Pop-Up Window on the Map

Click on a service point on the map to open the pop-up window for more information about a specific service. If there are more than more services on the same location, click the left or right arrow to view each service detail.
C. Map Tools

1. Information

Tap on the **Information** icon to find out more information about this online mapping application, such as the last updated date, contact information, link to Google Map for driving direction and public transit information, this user manual, list of confidential vendors, and the latest list of 24-hour hotlines and support lines.
2. **Layer List**

To start displaying services, tap on the **Layer List** icon to expand the list of layers on the map. Currently, we have categorized into 35 different services. Check the box next to the service to display all locations for the particular service (e.g. Anger Management).

### List of Services:
- Anger Management
- Child Abuse
- Child Support
- Childcare
- Co-Parenting Classes or Counseling
- Counseling
- Development/Special Care Services
- Domestic Violence
- Drug Testing Site
- Education Assistance/Tutoring
- Employment Assistance
- Faith Based
- Family Resource Centers (FRC)
- Food & Basic Needs
- Foster Care & Adoption Assistance
- Government Offices/Departments
- Health
- Housing (including Rental/Utility Assistance)
- Information & Referral
- Interpreter
- Kinship Support
- Legal Assistance
- Mental Health
- Mentoring Programs
- Multi-Cultural
- Parenting
- Respite
- Senior Assistance
- Sexual Abuse Treatment
- Shelter/Homeless
- Substance Abuse
- Support Groups
- Transportation
- Wraparound
- Youth
If necessary, you may check on ‘All Services’ to show all service locations. Please note that there might be overlapping points if there are multiple services within the same location.

Other layers are also available for reference, such as ‘Subsidized and Low Income Housing’.

Regions and Court Jurisdictions layers are initially on when you first open the map. Other reference layers such as Supervisorial Districts, School Sites, School Districts, Cities, and Zip Codes are also available. Turn them on or off as you need them.
A tabular view of the layer list is also available. Click on the down arrow on the right of the layer and choose **Open Attribute Table**.

The attribute table will then open at the bottom of the map, and can be resized or closed. The attribute table only displays features that are on the current map extent. If you want to display all features of the layer, click the ‘Home’ button to zoom-out to countywide extent. In the example below, there are 3 features on the current map extent; therefore, you only see 3 records on the attribute table as well.

You may also export the attribute table to a csv file if needed.
3. **Legend**

Tap on **Legend** icon to display map symbology. **ONLY** displaying labels and symbols for layers currently shown on the map. If the layer is not on or checked, it won’t be shown in the legend.
4. **Zoom Slider**

Click the `+` to zoom in and `-` to zoom out on the map.

You also can use your mouse wheel up to zoom-in and wheel down to zoom-out.

For touchscreen, use your fingers to touch two points on screen. Move your fingers away each other to zoom-in, and move your fingers toward each other to zoom-out.
5. **Home**

Tap the **Home** icon to zoom the map to the initial map extent, which is countywide.

6. **My Location**

Tap on **My Location** icon to find and zoom to your current location. It allows the network to detect your physical location and zoom the map to it.
7. Search

a. Search for Address
   Type in an address to find location on the map.

b. Search for Vendor
   Type in any keyword of a vendor name to search for the vendor. Please note that you may see repeated vendor names from the drop-down list. This is because there are multiple services being provided at the same vendor. Just pick any one from the drop-down list.
8. Basemap

Tap on Basemap icon to switch to other basemap, such as aerial imagery.

Note: Our default is the ‘Streets’ basemap

9. Measurement

Allows you to measure the area of a polygon, length of a line, or find the coordinates of a point.

a. Area

The default area unit measurement is square miles. You can change it to acres, square kilometers, hectares, square yards, square feet, and square meters from the drop-down list.
b. **Length**

The default length unit measurement is miles. You can change the unit to kilometers, feet, meters, yards, or **nautical miles** from the drop-down list.

![Measurement dialog box showing length units]

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c. **Point**

The point measurement displays the coordinates in degrees (decimal). You can change the coordinate display format to DMS (Degree/Minutes/Seconds) from the drop-down list.

![Measurement dialog box showing point coordinates]

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10. Print as Map Layout

Tap on **Print** icon to open the Print window.

It generates a map layout from the current map extent. You can choose the layout size and format. The default is letter size landscape in pdf format. Update the map title, then click **Print**.

Click on the result to open the pdf on another page.

You can choose to save it somewhere in your device and email it, or text it to a client.
**Taking Screenshot from your Mobile Device**

You also can take a screenshot of what you see on the screen and email it or text it to your client as an attachment.

**A. From an Android Device**

**Most Samsung**

Press the Power and Home button at the same time. Hold them until you hear a click or a screenshot sound.

![Power button and Home button on an Android device](image)

**Google Nexus / SONY / LG / some Samsung**

Press the Power and Volume down buttons at the same time. Hold them until you hear a click or a screenshot sound.

![Power button and Volume down button on an Android device](image)

You can find the screenshots in your **Gallery** app > Screenshots album
B. From an iOS Device

Press and hold the Sleep/Wake button on the top or side, then immediately press and release the Home button.

You can find the screenshot in your Photos app.
C. From a Windows Device (Windows Phone 8 or 8.1)

Windows Phone 8

Press and hold the Windows and Power buttons simultaneously until you hear a click sound and the screen may also flash.

Windows Phone 8.1 or Windows 10

Press and hold the Volume Up and Power buttons simultaneously until you hear a click sound and the screen may also flash.

Your screenshot is saved in the Photos app > Screenshots album.
**Windows Surface Pro 3**

Press and hold the Windows button and press the Volume down button. The screen dims for a second.
The image is saved in the Screenshots folder of the **Pictures** library.

Your screenshot is saved in the **Pictures** library > Screenshots album.
11. Search Services within a Radius

Allows you to location an incident on the map and location services within a given radius. You can choose to locate ‘All Services’ or one of the top 5 services (Anger Management, Child Abuse, Counseling, Domestic Violence, and Parenting)

To find services nearby your current location where you are with a client:

1. Tap on the “Find Current My Location” icon on the map.

2. You can zoom-in further to see the specific area.
3. Tap on the **Radius** icon to activate the radius menu on the bottom of the map.

4. The default radius is 10 miles. Change it to a desired radius distance > press **Enter**.

5. Tap on the location pin **pin** icon.
6. Click and drop the pin to the approximate location where you are on the map. If necessary, zoom-in closer or switch to aerial imagery.

You will then see the shaded radius on the map and the closest address the system could find.
7. Click on the bullet point next to “All Service”, “Anger Management”, “Child Abuse”, “Counseling”, “Domestic Violence”, or “Parenting” for the list within the given radius.

E.g. All Services:

There might be a lot of “All Services” from a given radius distance. If needed, you can download the list into a .csv file. Click **DOWNLOAD CSV** to start downloading.
E.g. Anger Management:

In this example, there is one Anger Management service within 3 miles radius of the incident/client location.

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E.g. Child Abuse:

In this example, there are two Child Abuse services within 3 miles radius of the incident location.

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E.g. Counseling:
In this example, there are three Counseling services within 3 miles radius of the incident/client location.

You can also click on the service point to find out more information about it.

E.g. Domestic Violence:

In this example, there are three Domestic Violence services within 3 miles radius of the incident/client location.

E.g. Parenting:
In this example, there are two Parenting services within 3 miles radius of the incident/client location.

8. To start over, click on the Incident bullet point.
Reselect location by using the pin or

9. When finished, tap on ‘Search Services by Radius’ icon to deactivate or close the tool.
If necessary, refresh the map by pressing F5 from your keyboard or any refreshing icon on your browser.
12. Query Spanish-Speaking Vendors

It allows you to query vendors that are Spanish-speaking vendors.

1. Click on **Query Spanish-Speaking Vendors** icon to activate the menu.

2. Choose the service you would like to query for Spanish-speaking vendors.
   
   E.g. Anger Management

3. Then the **Options** menu appears.

   a. Ignore this Options menu and click **APPLY** if you want to query Spanish-speaking vendors countywide.
b. If you would like to query only from your current map extent, not the entire county, then check the **Use spatial filter to limit features** box and click **APPLY**.

4. The **Results** menu appears with the features highlighted on the map.

E.g. In below countywide query example, there are 3 Spanish-speaking vendors for Anger Management service.
E.g. In below smaller extent query example, there are 2 Spanish-speaking vendors for Anger Management service:

5. When finished, click **Clear Results** and click ‘x’ to close the window.